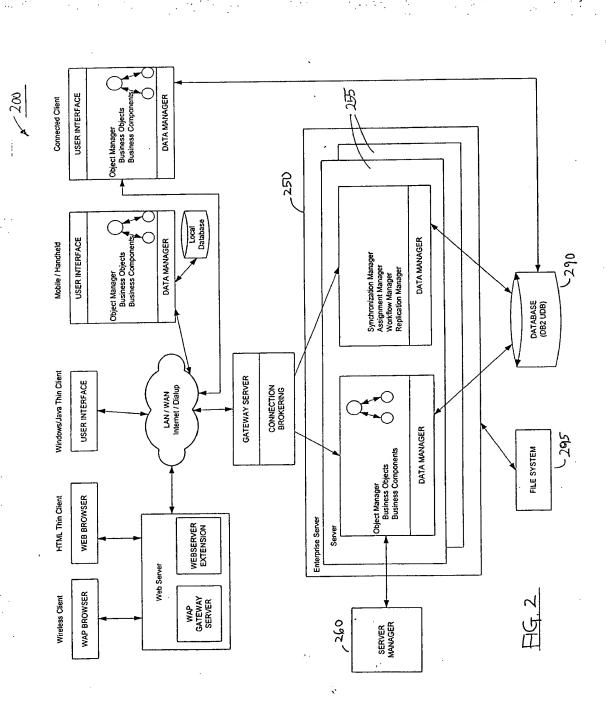
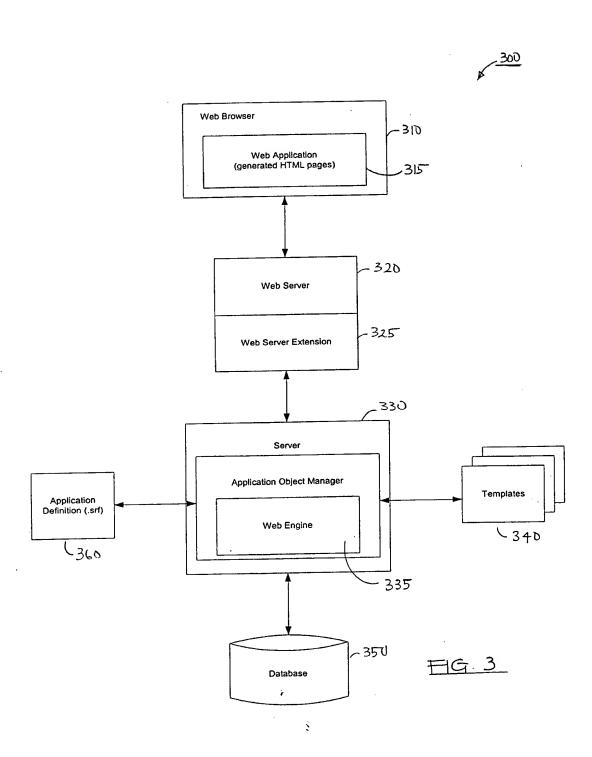
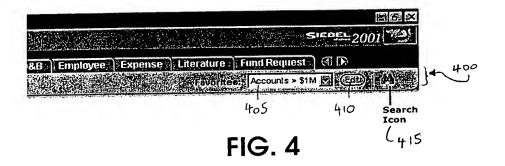


FIG. 1







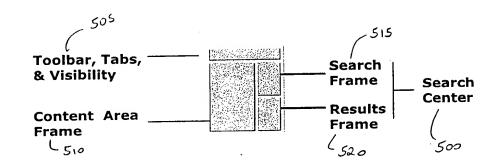


FIG. 5

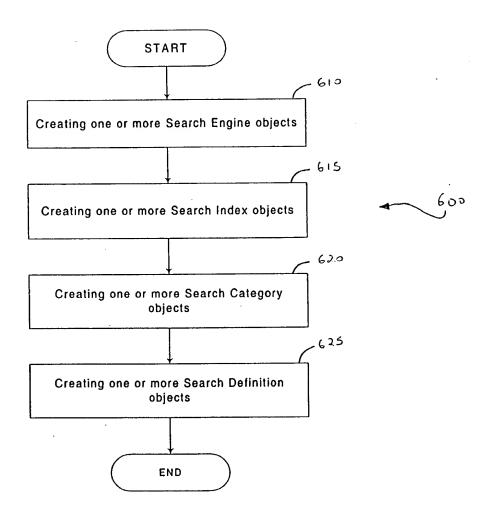


FIG. 6

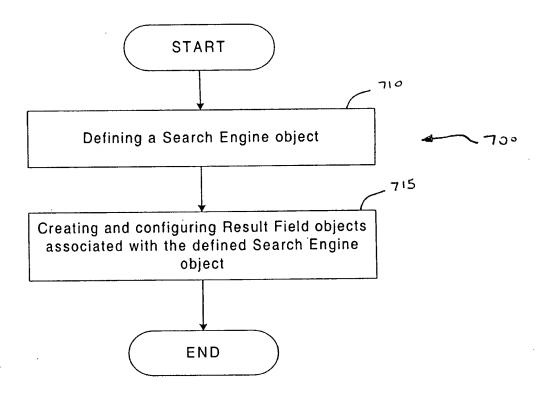


FIG. 7

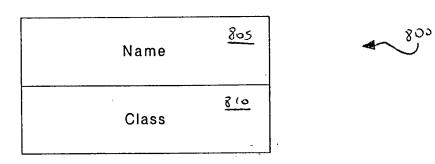


FIG. 8

Column Name	905
Create Column Flag (Optional)	90
Data Type (Optional)	915
Index Mode (Optional)	920
Name	925
Text Length (Optional)	930
Type .	935



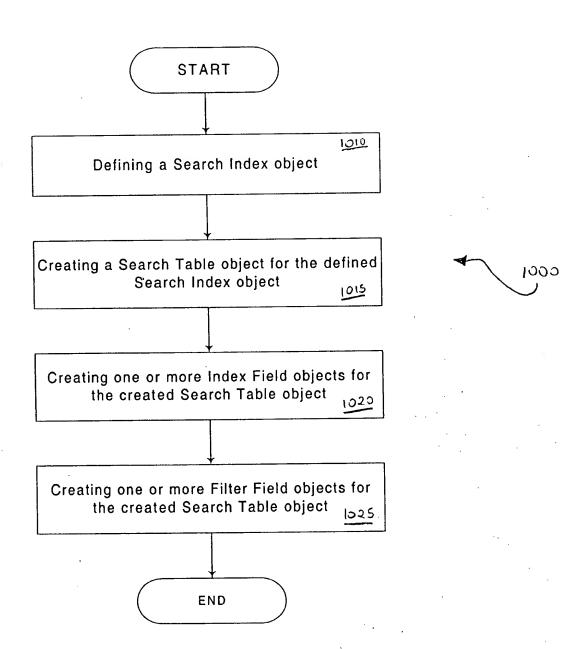


FIG. 10

Name 1105	
Index Business Component	1100
Database Table Flag	

FIG. 11

Table Name	1205	
Engine	1210	1200

FIG. 12

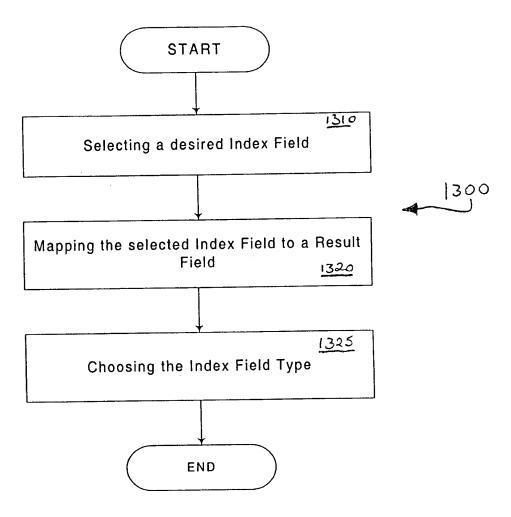


FIG. 13

Business Component Field	
Result Field (Optional)	1400
լպ2 <i>o</i> Index Field Type (Optional)	
Sequence 1425	

FIG. 14A

1455	Name	
1460	Column Name	
1465	Data Type (Optional)	1450
1470	Index Mode (Optional)	
1475	Sequence	
1480	Text Length (Optional)	

FIG. 14B

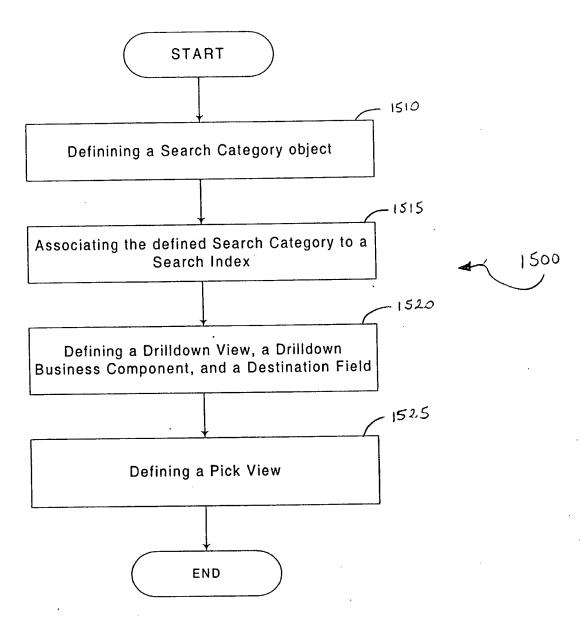


FIG. 15

Name	1605
Search Index	1610
Drilldown Business Com (Optional)	ponent 1615
Drilldown View (Optional)	1620
Result Identifier (Optional)	1625



Applet	1705	
View	1710	170
Name	<u>1715</u>	
Destination Field (Optional)	<u>172</u> 0	

FIG. 17

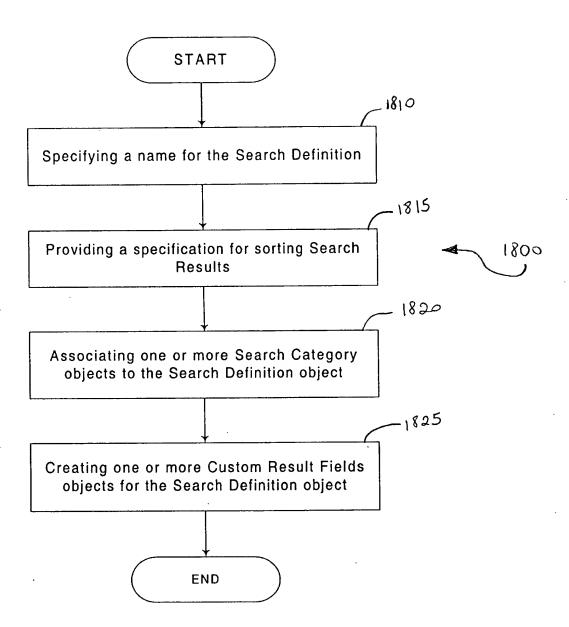


FIG. 18

Name	1905
Display Name	1910
Filter Search Specifica (Optional)	1915 tion
Use Filtered Search (Optional)	1 <u>920</u>
Sequence (Optional)	1925

FIG. 19

	•
Display Name (Optional)	2005
Display Format (Optional)	2010
Name	2015
Scaling Factor (Optional)	2020
Sequence	2025
Text Alignment (Optional)	2030
Use in Search (Optional)	2035
Visible (Optional)	2040
Width (Optional)	<u> 5042</u>

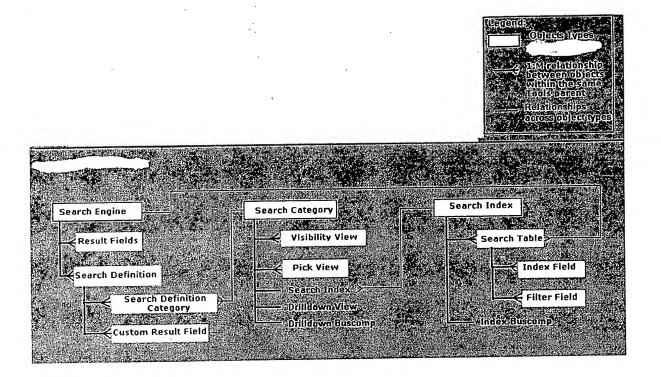


FIG. 21

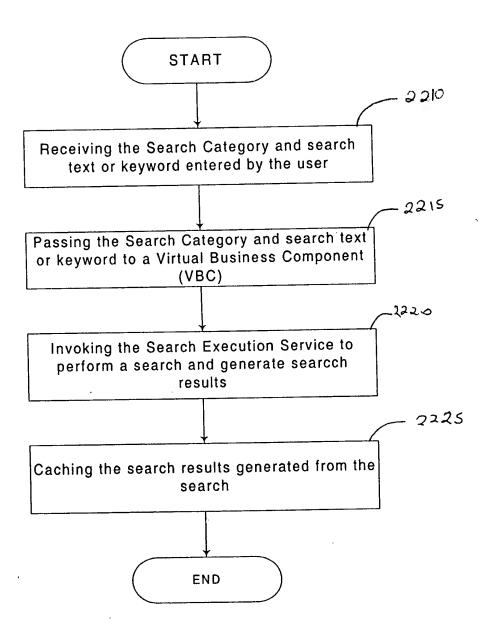


FIG. 22

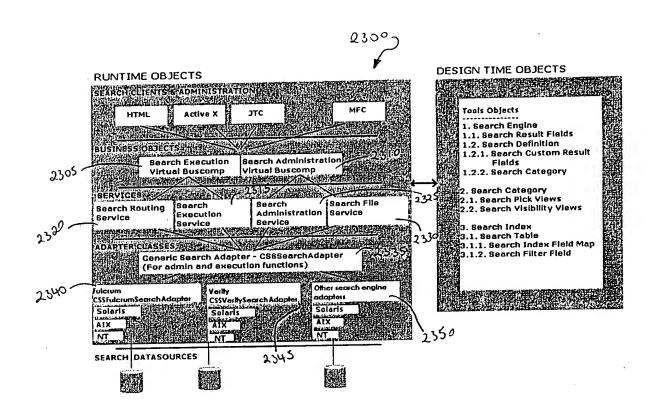


FIG. 23

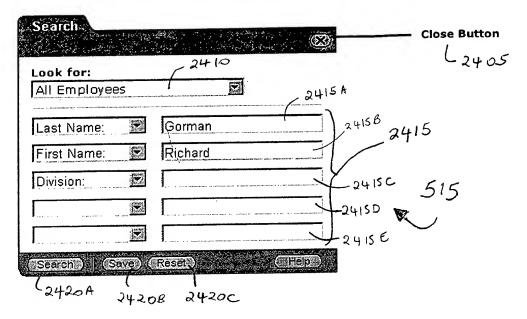


FIG. 24

Search	※)	
Look for: < Service Request All Accounts All Contacts All Employees All Opportunities All Products Decision Issues Literature Resolution Documents Solutions Advanced Search	J-2505	250

FIG. 25

Source Request State : Lea Name George Lea Name George Lea Name Lea Na	File Year Help Show My Service Requests Service My Service Requests	Vices Activities Caleyary Contacts Correspondence Help Shorr My Servce Requests Y Activity Plans	lence Decision Issues Odd Employee Extrense	nss Literature Fund Request F. F. F. F. F. F. F. F.	
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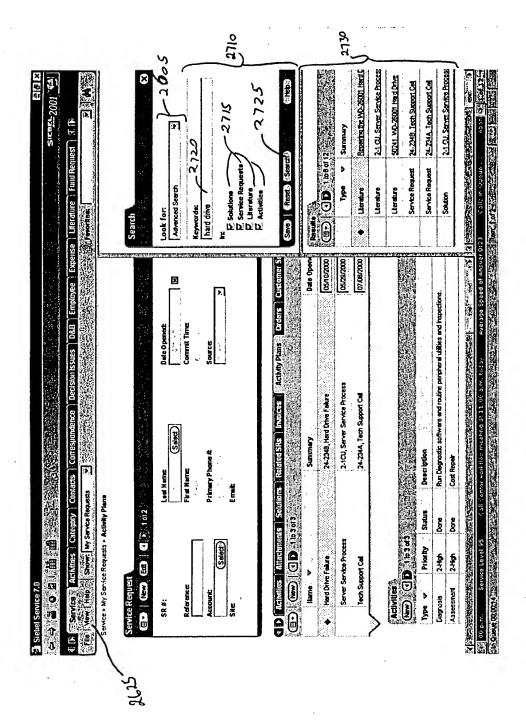
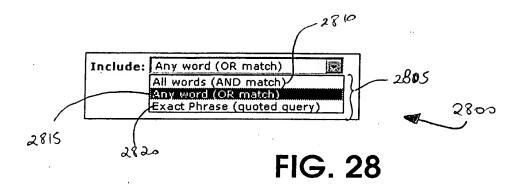


FIG. 27



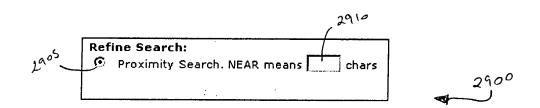
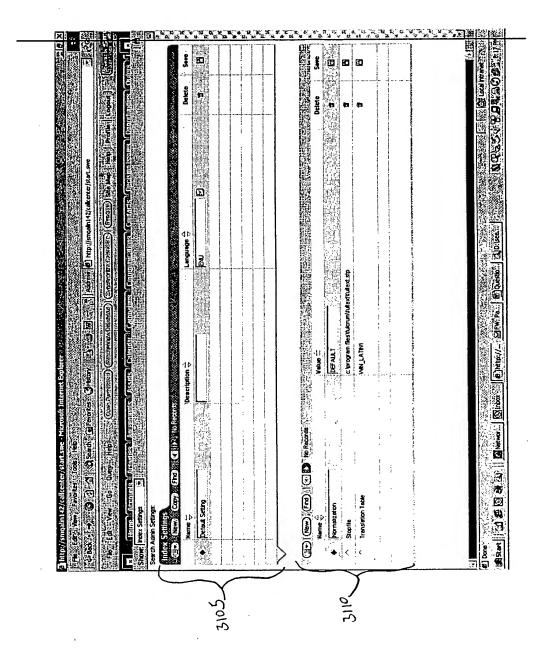


FIG. 29

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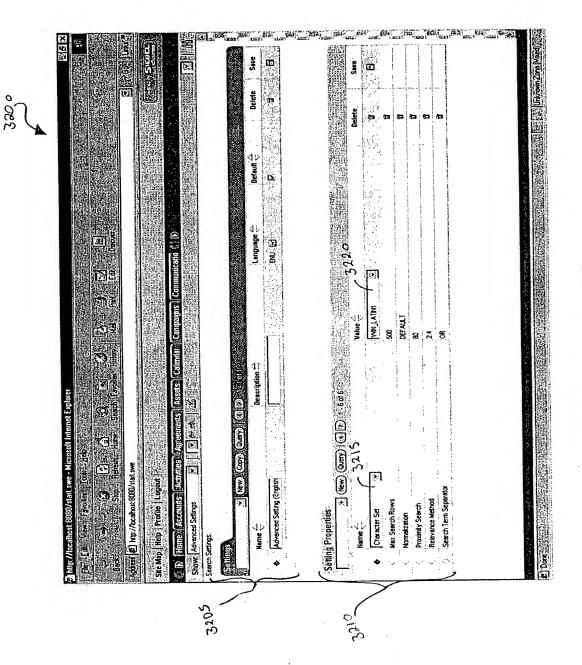
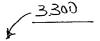


FIG. 32



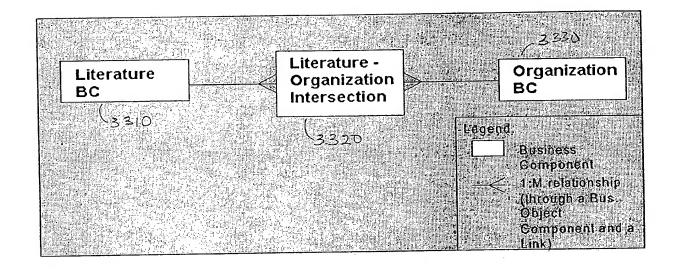
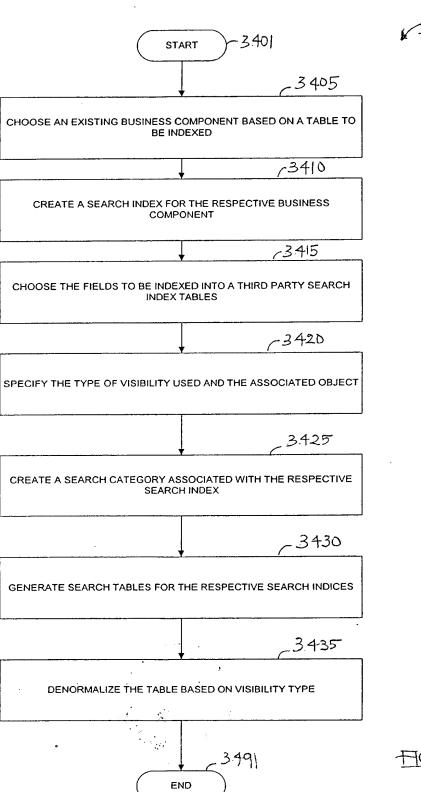
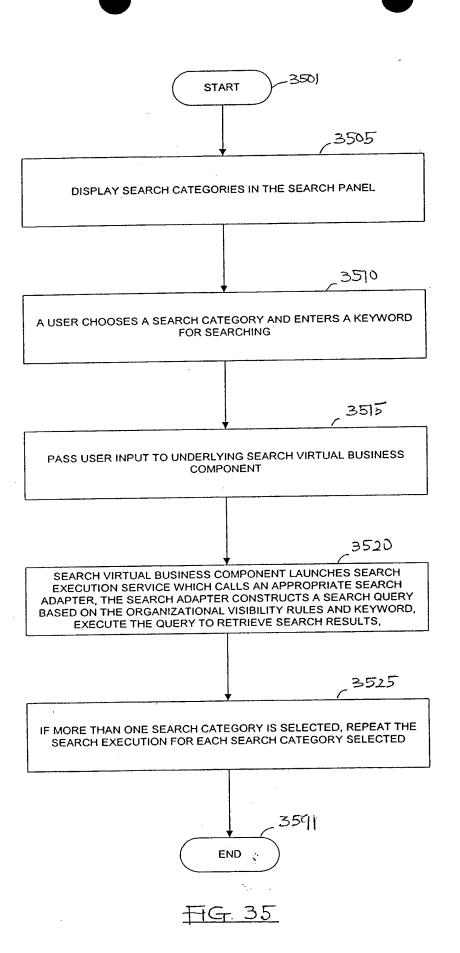


FIG 33



TG.34



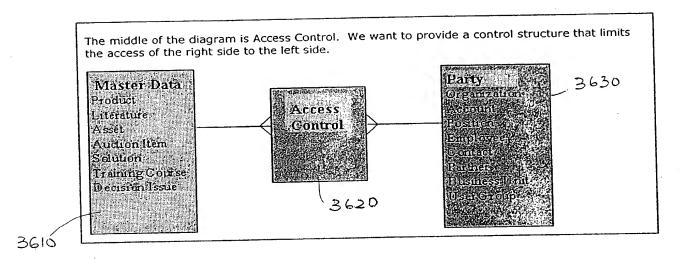
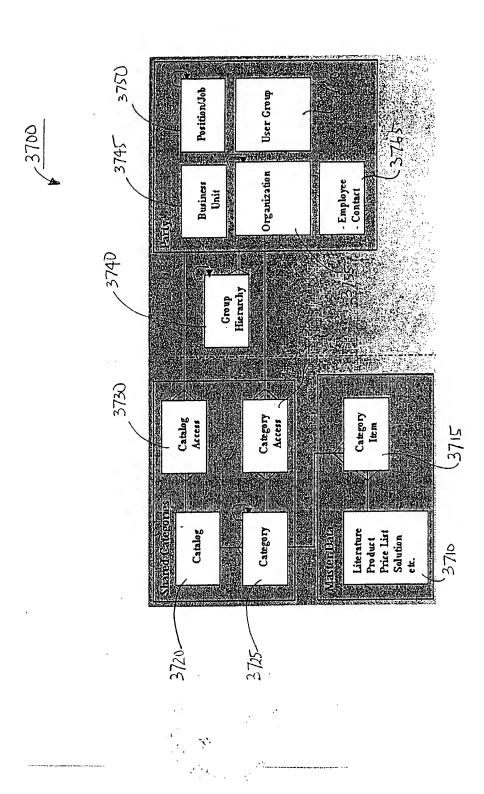


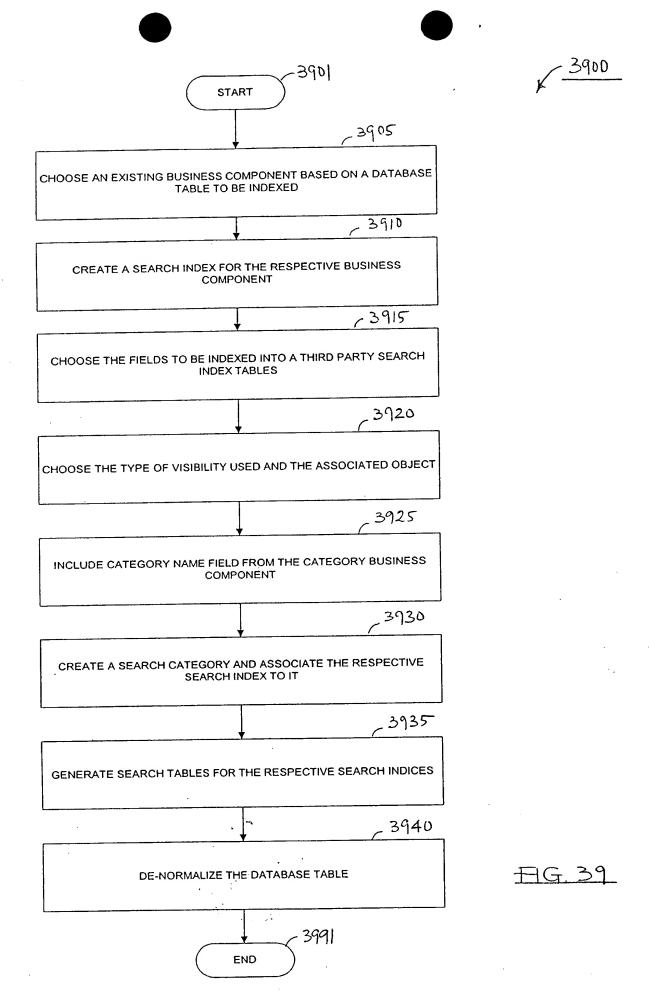
FIG. 36

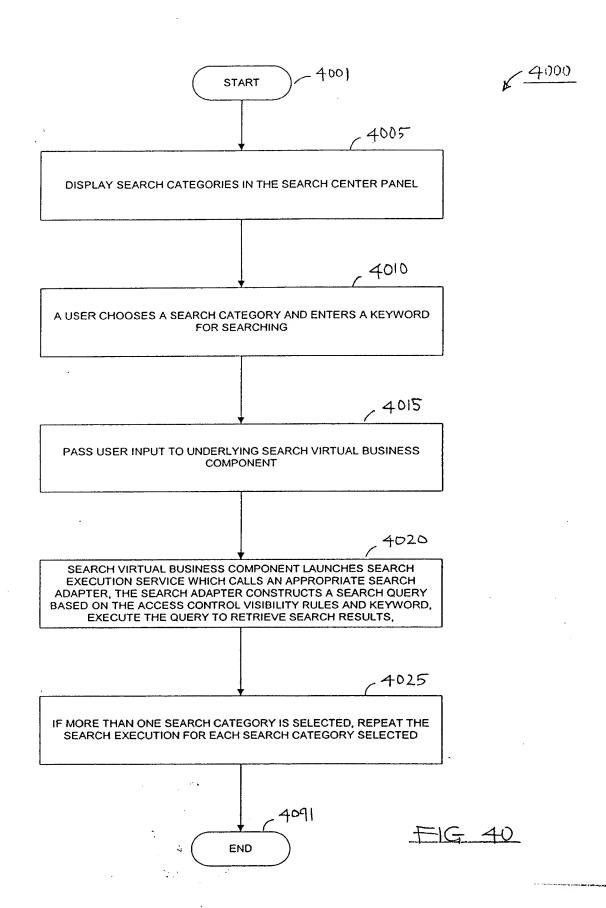


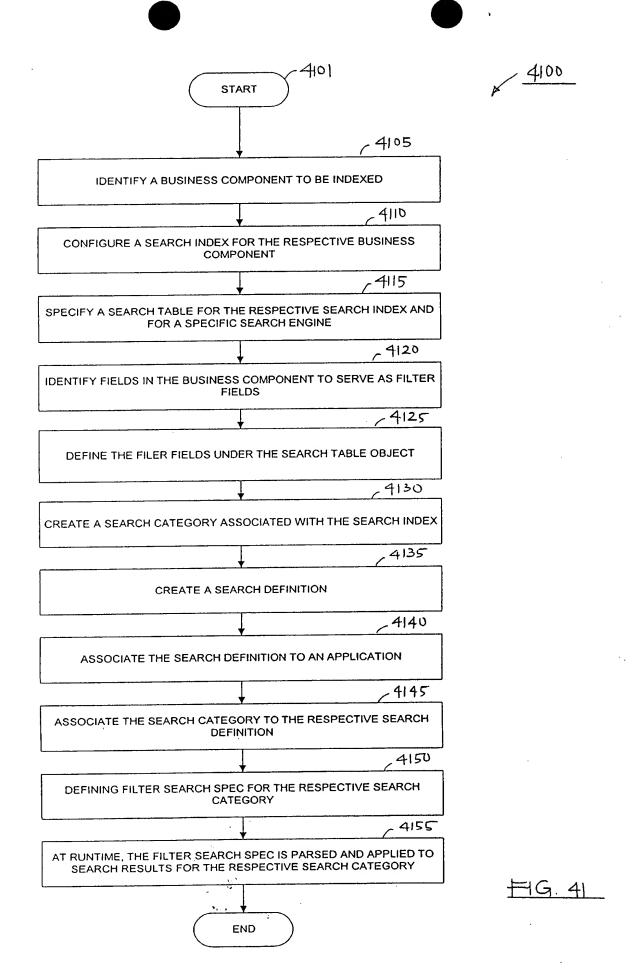
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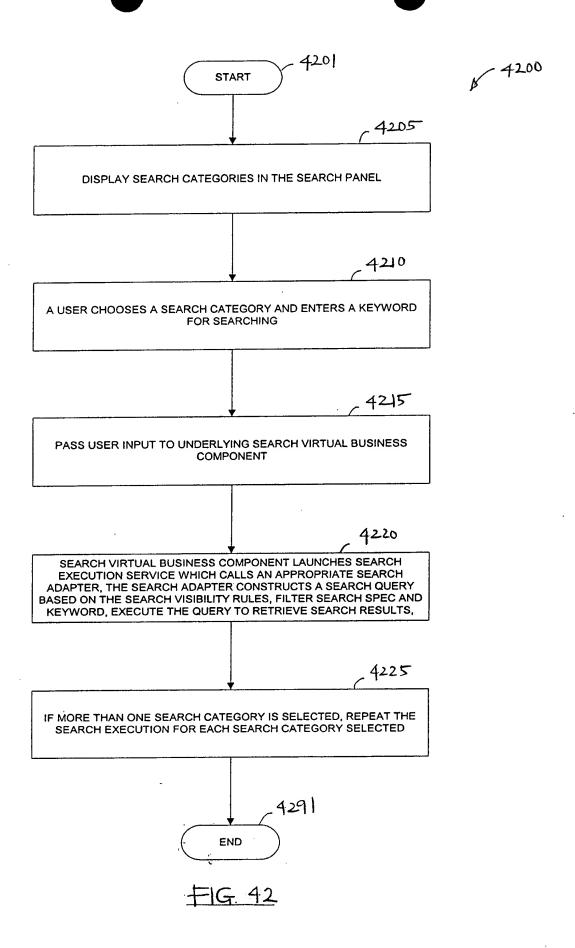
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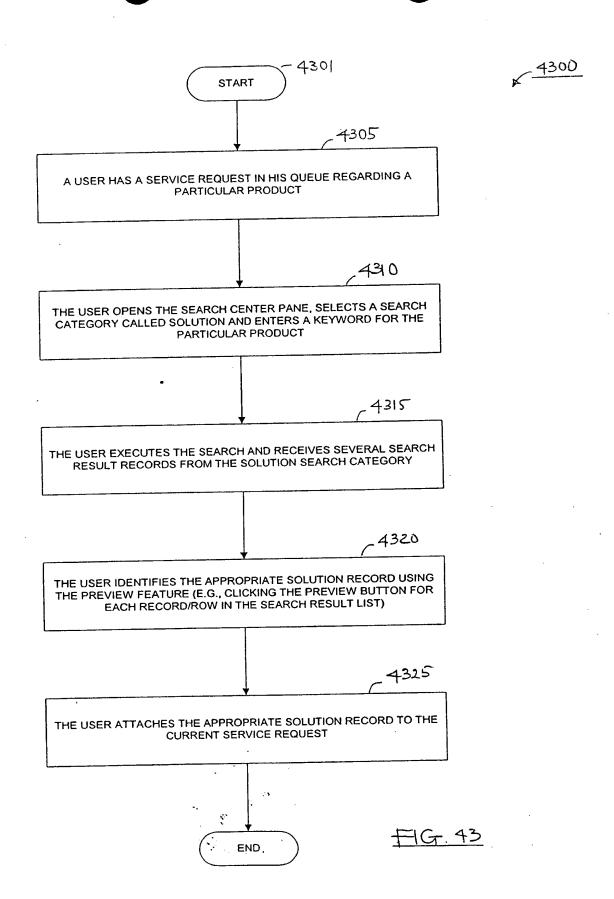
G. 38

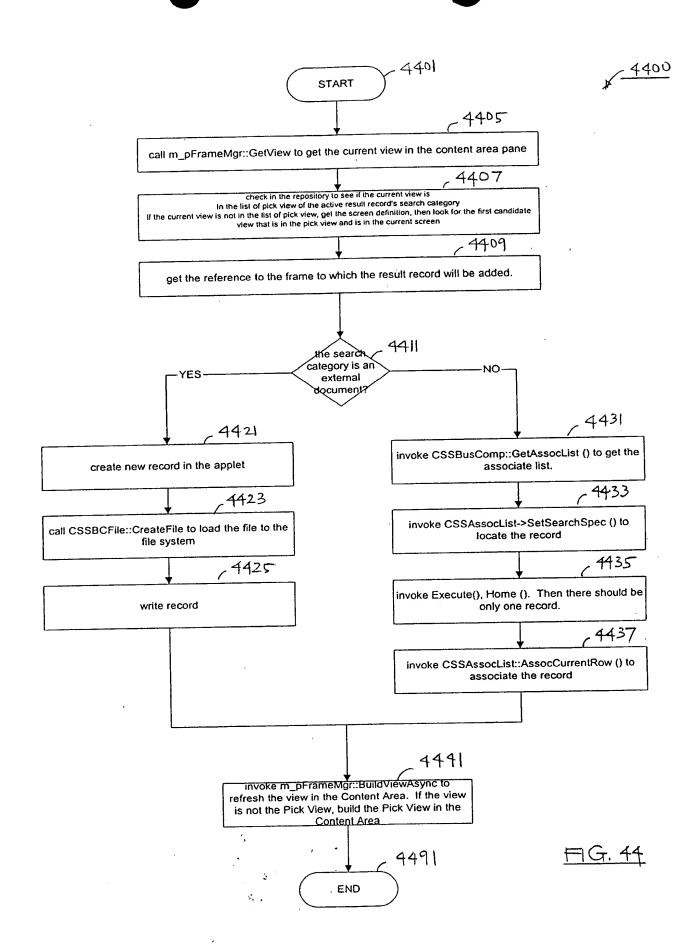


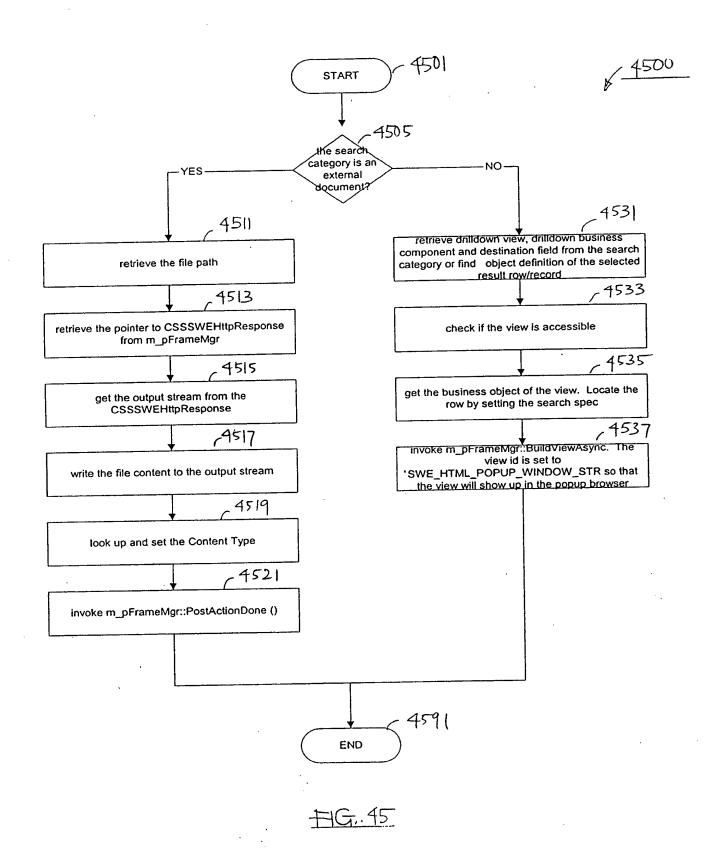












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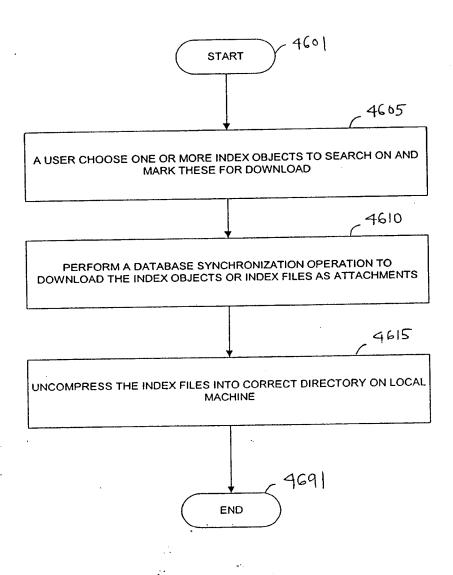


FIG. 46

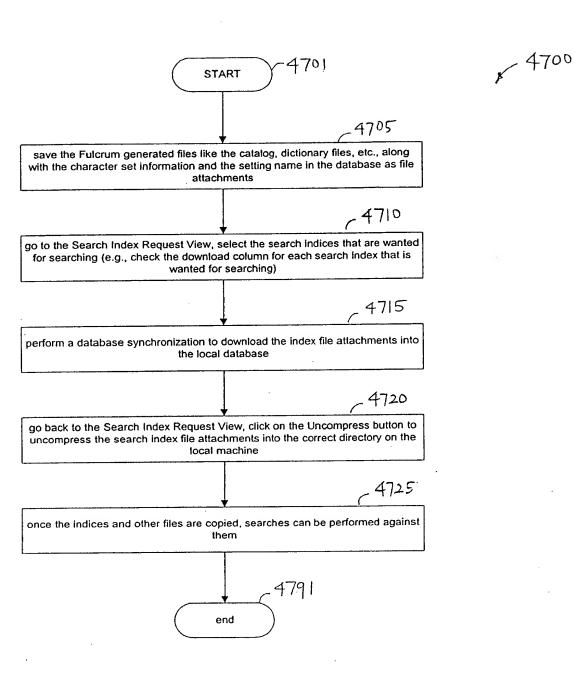


FIG. 47

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AG. 49